

**PATENT****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

APPLICANT : **PFIFFNER, Kimberly Ann, et al.**  
SERIAL NO : **09/918,091**  
FILED : **July 30, 2001**  
TITLE : **METHOD, SYSTEM AND APPARATUS FOR ENTERPRISE  
CUSTOMER CONTACT MANAGEMENT**

Grp./A.U. : **2152**  
Examiner : **Wan Laymon**  
Conf. No. : **2045**  
Docket No. : **P04763US0**

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**PETITIONS OFFICE**

**SUPPLEMENTAL RENEWAL OF PETITION UNDER 37 CFR 1.47(a)**

Assistant Commissioner for Patents  
Attn: Wan Laymon  
Washington, D.C. 20231

Dear Assistant Commissioner:

The proper address for non-signing inventor Kelm Brueschke is 1692 NW 86<sup>th</sup> Street,  
Apartment 4, Clive, Iowa 50325 USA.

**CERTIFICATE OF MAILING/TRANSMISSION (37 CFR 1.8(a))**

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transmitted by facsimile to the Patent and Trademark Office, Art Unit. 2152 to Examiner Wan Laymon at Fax No. (703) 308-6916.

Date: 6-10-02

*John G. Deak*  
Signature

Respectfully submitted,

John D. Goodhue

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Attorneys of Record

- bja -

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To: Patent Examiner Wan Laymon  
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Date: June 10, 2002  
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PETITIONS OFFICE

RE: REQUEST FOR RECONSIDERATION OF PETITION FOR:

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